



Berkeley Housing Authority

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September 21, 2022

Item 6

James E. Williams
Executive Director/CEO
BOC meeting, August 17, 2023

MTW

I signed the MTW contract on 3/30/2023 with Shara Jones, Principal, PHA Strategies. BHA has selected 10 waivers for its FY2023 Supplement Activities, Cohort #4 Strategic Plan. The FY2022 MTW was submitted to HUD in June 2023, and the MTW FY2023 will be submitted in October 2023. The FY2024 will be on time in April of 2024.

Increase Voucher Utilization Rates

BHA has selected Grant Consulting Firm for its Voucher Contract, which will aid in increasing its voucher utilization rate. They are working on the following items:

1. SEMAP Compliance
2. Wait List Review
3. Annual Recertifications Review
4. Annual Inspections Review
5. Quality Control Review
6. Landlord Outreach

BHA is working with the City Colleges of Berkeley Director in developing a college intern program to assist BHA participants with all "Landlord activities". This position will be merged into the executive office.

- Assist BHA's newly referred participants that are pulled from the waitlist in all lease-up activities
- Landlord Retention
- Identification of new property owners to the BHA program
- Increasing issuing of additional vouchers monthly, with lease up incentives

Improve Customer Service

Staff is responding to all emails and calls within 24 hours. BHA has hired a full-time front desk receptionist to handle any overflow. We are not fully open to the public by appointment only. However, we are addressing walk-ins. BHA has drop boxes outside and inside the building where the public can drop off materials, forms and/ or make requests complaints. All BHA forms are available online and in the kiosk at the front entry of the building. BHA has developed a RAB (approximately 9 participants), which it plans to engage annually. RAB participants will be paid \$50 each for reviewing BHA's Admin Plan and MTW Plan. BHA will hold 2 RAB meetings a year. BHA is currently interviewing participants from our RAB to fill the current residential open board seat.